

Electronic Verification Questionnaire (eVQ) Frequently Asked Questions (FAQs)

General Questions

Q. Does my company need to complete the 2018 eVQ?

- A. If your hazardous waste ID number was active anytime during the 2017 *fiscal* year (from July 1, 2017 - June 30, 2018) *or* your company manifested hazardous waste using an assigned hazardous waste ID number during the 2017 *calendar* year (from January 1, 2017 - December 31, 2017), then “yes”, your company needs to complete the 2018 eVQ.

Q. Will DTSC mail paper Verification Questionnaires?

- A. Since DTSC has created the eVQ system in an effort to reduce paper use, we will not be mailing hard copies of the Verification Questionnaires.

Q. How will I be notified when the 2018 eVQ cycle begins?

- A. When the 2018 eVQ cycle begins, an initial notification email will be sent, followed by subsequent reminder emails. The notification emails will be sent to the email associated with the ID number. Please add evq@dtsc.ca.gov to your email list of safe senders to ensure that you will receive the email notices.

Q. When is the deadline date to complete the 2018 eVQ?

- A. The deadline date to complete the 2018 eVQ is 30 days from the date of the eVQ email notification.

Q. What happens if I do not complete the 2018 eVQ by the deadline date?

- A. Failure to complete the 2018 eVQ by the deadline date constitutes as failure to comply with the California Health and Safety Code sections [25205.15](#) and [25205.16](#); as a result, DTSC will inactivate your ID number.

Q. How do I complete the Verification Questionnaire and fees assessment?

- A. To complete the Verification Questionnaire and fees assessment, log into your account or create a new account at <https://evq.dtsc.ca.gov/Home.aspx>. For guidance on how to complete the questionnaire, please download the [eVQ User Guide](#).

Q. Do generators have to complete the Verification Questionnaire every year?

- A. Generators with hazardous waste ID numbers that were active anytime during the respective *fiscal* year (from July 1 - June 30) *or* manifested hazardous waste using an assigned hazardous

waste ID number during the respective *calendar* year (from January 1 - December 31), will need to complete that respective year's eVQ.

Q. How can I check the status of an ID number?

A. Check the Status of your ID Number

By ID Number | [View](#)

By Company | [View](#)

Q. Who can I contact with questions concerning hazardous waste management, site cleanup, and other DTSC regulatory information?

- A. DTSC's [Regulatory Assistance Office](#) (RAO) responds to inquiries from the regulated community, environmental firms, other agencies, and the public at large about departmental issues. Regulatory Assistance Officers can be reached at rao@dtsc.ca.gov or by calling (800) 728-6942 (within California) or (916) 324-2439 (if calling from out-of-state).

[Requesting a New Electronic Verification Questionnaire Account](#)

Q. How do I create an eVQ account?

- A. To create an eVQ account, go to the eVQ home page at <https://evq.dtsc.ca.gov/Home.aspx>. Select the "Request New eVQ Account" link. When you are directed to the next screen, enter your ID number. Please make sure you enter the complete ID number, including the lettered prefix (i.e. CAL, CAR, CAD, etc.). There is no space between the lettered prefixes and numbers. The information we have on file for the ID number will prepopulate the fields. You will then create a username and password, then review the information in the fields and update if necessary.

After you have successfully registered for an account, you will receive a confirmation email. Please add evq@dtsc.ca.gov to your list of safe senders to ensure that you will receive the email notices. Please note that registering for an eVQ account does not complete the verification process. You must log into the eVQ system to complete the Verification Questionnaire.

Q. I entered my ID number to create an eVQ account, but received the message, "Error: EPA ID number does not exist in our HWTS System, is inactive or is not part of the eVQ extract. Please check the number and try again." What should I do?

- A. First, check to see if you have an existing eVQ account. Go back to the eVQ home page by selecting the eVQ home tab. Select "Forgot user name/password?", and enter your email address. If you already have an existing account, your username and password will be

emailed to you. If you are not the main contact for the account, please contact DTSC at eVQ@dtsc.ca.gov.

Q. I entered my ID number to create an eVQ account, but received the message, “Error: Invalid EPA ID Number or format. Please double-check and try again.” What should I do?

A. Confirm that you have correctly entered the complete ID number, including the lettered prefix (i.e. CAL, CAR, CAD, etc.). There is no space between the lettered prefixes and numbers.

Q. I am a new contact for my company. How do I set up a new eVQ account?

A. If your company has an existing eVQ account, but you are not the contact listed, you can update the contact information. Please refer to the [eVQ User Guide](#) on how to update the eVQ account contact information.

Q. I have multiple ID numbers. Do I need a separate eVQ account for each ID number?

A. You are allowed to have multiple ID numbers on one eVQ account unless all the ID numbers were registered under the same Federal Tax Identification Number (FEIN). If your ID numbers have different FEINs, you must set up a separate account for each ID number with a different FEIN. Each account must have a unique username, but you may use the same email address on each account.

Q. I have multiple eVQ accounts and all my ID numbers have the same owner and FEIN. How do I combine my eVQ accounts into one account?

A. Send an email to eVQ@dtsc.ca.gov. In the email, please provide all your account usernames, and specify which account you would like to keep. Your ID numbers will be transferred to the account you would like to keep and the other accounts will be deleted.

Questions Associated with Steps 1- 4

Step 1: User’s Information

Q. What is a Federal Employer Identification Number (FEIN)?

A. A Federal Employer Identification Number (FEIN), also known as a Federal Tax Identification Number is used to identify a business entity. Generally speaking, most businesses have a FEIN, unless you are a sole proprietorship, you will not have a FEIN. If you do not have a FEIN, this field will be left blank. For more information on FEINs, please visit the [IRS website](#).

Q. What is the SIC Code?

- A. The Standard Industrial Classification (SIC) Code is a 4-digit number that best describes your company's primary business activity. If you do not know your SIC Code, you can search for it on the U.S. Occupational Health and Safety Administration's [Standard Industrial Classification \(SIC\) System Search](#). If your ID numbers have different SIC Codes, choose the code that best describes your company.

Step 2: Company Information**Q. If the officer or administrator of my company has changed, but the company is still the same owner, will I need to request a new ID number?**

- A. No, you only need to request a new ID number if there is a complete change in ownership.

Step 3: Schedule A - EPA ID Number and Hazardous Waste Manifest Verification**Q. What is the BOE Number?**

- A. The Board of Equalization (BOE) Hazardous Waste Account Number is also known as a generator fee account number. If your business generates or produces five or more tons of hazardous waste per calendar year, regardless of the final disposition of the waste, you need a BOE Number (Example: HG EF 36-xxxxxx).

If you need a BOE Hazardous Waste Account Number, you must apply through [BOE eRegistration](#). If you have questions regarding registration, please contact BOE's Taxpayer Information Section for assistance at 1-800-400-7115. Do not delay completing the Verification Questionnaire while you wait for a BOE Number. You are encouraged to complete the Verification Questionnaire and notify DTSC later when you have received your BOE Number. You can find additional information on BOE numbers on the [BOE website](#).

If your business generates or produces less than five tons of hazardous waste per year, the BOE Hazardous Waste Account number does not apply to you. Leave the BOE number field blank.

Q. What do I do if one of my ID numbers is missing from the list in Step 3?

- A. You may add missing ID numbers. In Step 3, select "Add ID number", enter the ID number, and then click "Add to List". Verify that the correct ID number and correct facility have been added.

Q. The manifest counts that DTSC recorded do not match my records. How can I get manifest information?

- A. When you click on the ID number, you will see a list of the manifest tracking number(s) and shipping date(s) for the manifests that DTSC has recorded in Step 3 of the eVQ.

Q. I used an incorrect ID number on a manifest. What should I do?

- A. You can find information on how to correct manifests on the [Hazardous Waste Manifest Information](#) webpage. Select the link “Manifest Correction Letters”. After completing the ID number Verification Questionnaire, you may move the manifest count to the correct ID number.

Step 4: Schedule B – Calculate Fees – Number of Employees

Q. Do I count temporary and/or part-time employees?

- A. Employees who have worked more than 500 hours during the calendar year must be included in your employee count.

Q. How do we calculate the number of employees when we have multiple locations?

- A. To calculate the number of employees, use the organization’s total number of *California* employees, not the total number of employees at a respective site. The locations must all have the same FEIN.

Completing the eVQ and Paying Fees

Q. How do I know if my Verification Questionnaire was submitted successfully?

- A. You will receive an email confirmation when your questionnaire has been successfully submitted. A common reason for an incomplete Verification Questionnaire are users not clicking “Save and Flag as Completed with Verification Process” in Step 5 of the questionnaire. If this button is not clicked on, the questionnaire will not show up as completed on the Department of Toxic Substances Control’s end. Please make sure you have clicked on this button.

Q. Can I pay my fees online?

- A. Yes, you can pay your fees online. When you reach Step 6 of the electronic Verification Questionnaire, you will have the option of paying your fee online with a credit card.

Q. If I pay with a credit card online, do I need to submit a signed invoice?

- A. No. You are only required to submit an invoice if you are mailing in your payment.

Q. What is the Department of Toxic Substances Control's Tax ID number?

A. DTSC's tax ID number is 68-0281381.

Q. We need to make payments to a past Verification Questionnaire. Who do we contact?

A. You may make payments to a past Verification Questionnaire online at <https://www.dtsc.ca.gov/ContactDTSC/Payments.cfm>. On the page, under the heading "Pay by Credit", click "eVQ reinstatement." If you have any fees related questions, please contact DTSC's Fees Unit at fees@dtsc.ca.gov.

Inactive ID Numbers

Q. My ID number is inactive. Do I have to complete the electronic Verification Questionnaire?

A. Since the previous years' eVQ cycles have been closed (2017 and prior), you can no longer complete those years eVQs. If your ID number has an inactive date *prior to* or *on* June 30, 2017, please do one of the following to reactivate your ID number:

- State ID Number submit [DTSC Form 1358](#)
- Federal EPA ID Number submit [EPA Form 8700-12](#) or request via [myRCRAInfo](#).

Avoid an ID Number Inactivation in 2018. If your hazardous waste ID number was active anytime during the 2017 *fiscal* year (from July 1, 2017 - June 30, 2018) or your company manifested hazardous waste using an assigned hazardous waste ID number during the 2017 *calendar* year (from January 1, 2017 - December 31, 2017), your company needs to complete the 2018 eVQ by the deadline date.

Q. I have an ID number that is inactive. Why is it inactive? How do I reactivate the ID number?

A. There are a number of reasons your ID number may have been inactivated:

- DTSC may have inactivated your ID number because you failed to comply with the California Health and Safety Code sections [25205.15](#) and [25205.16](#) and did not complete the Verification Questionnaire.
- Someone from your company requested to inactivate your ID number.
- Your ID number was inactivated because of procedural violations.

Completing this year's Verification Questionnaire does not automatically reactivate the number. Refer to the [Permanent Hazardous Waste ID numbers](#) webpage to reactivate your ID number.